

## METER SERVICE TECHNICIAN

FLSA Code: N

Job Code: 4340

### GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs difficult skilled work coordinating and participating in the repair, test, installation and maintenance of water meters; does related work as required. Work is performed under general supervision of the Customer Service Manager. Supervision may be exercised over other service technicians.

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects, and some heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arms length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, hazards, and atmospheric conditions.

### ESSENTIAL FUNCTIONS/TYPICAL TASKS:

**Assessing meter replacement and repair needs; planning, coordinating, participating in meter replacement and repair; preparing and maintaining detailed records and files.**

Plans, coordinates, and monitors the activities of meter shop in installing, repairing, testing, replacing and maintaining water meters, valves service lines and related facilities;

Receives, processes, prioritizes meter service work;

Constructs water meter vaults, meter boxes, bypasses and checks valves;

Purchases equipment, materials and supplies, maintains inventory;

Coordinates meter replacement program;

Field tests and troubleshoots large meters;

Receives and responds to customer inquiries and complaints;

Tests meters for customers and installs new meters;

Completes worksheets on meters repaired and installed; replaces broken meter boxes;

Performs related tasks as required.

### REQUIREMENTS/EDUCATION/EXPERIENCE:

Graduation from high school and considerable experience in the installation, maintenance and repair of water meters; possession of an appropriate driver's license valid in the Commonwealth of Virginia; thorough knowledge of methods and procedures involved in the operation, maintenance and repair of water meters, the geography and street locations of the city; demonstrated ability to maintain varied records and filing systems and prepare reports from such records, and to establish and maintain effective relationships with officials, employees and the public. An equivalent combination of training and experience may be considered.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive. Duties, responsibilities and requirements may be added, deleted or changed at any time at the discretion of management.